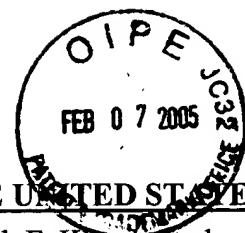


S/N 09/855,860



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Joseph F. Khouri et al. Examiner: Chuong T. Ho
Serial No.: 09/855,860 Group Art Unit: 2664
Filed: May 14, 2001 Docket: 2046.003US2
Title: **A METHOD AND APPARATUS FOR PROCESSING A TELEPHONE CALL**

NOTIFICATION OF CHANGE OF CORRESPONDENCE ADDRESS

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Applicants respectfully request that all future correspondence in the above-identified patent application be addressed to:

Customer Number 21186, whose address is:

Schwegman, Lundberg, Woessner & Kluth, P.A.
P. O. Box 2938
Minneapolis, MN 55402

Respectfully submitted,

JOSEPH KHOURI ET AL.

By Applicants' Representatives,

SCHWEGMAN, LUNDBERG, WOESSNER & KLUTH, P.A.
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Minneapolis, MN 55402
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Date 2/2/05

By

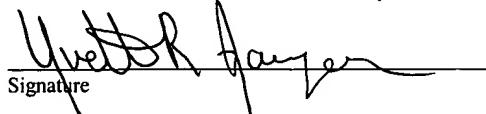
Jahal M. Kalis

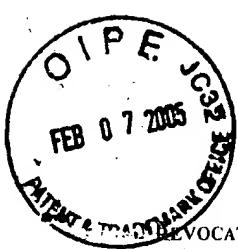
Jahal M. Kalis

Reg. No. 37,650

CERTIFICATE UNDER 37 CFR § 1.8: The undersigned hereby certifies that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail, in an envelope addressed to: Commissioner for Patents, P.O. Box 1450 Alexandria, VA 22313-1450, on this 2nd day of February, 2005

Yvette R. Jarjour
Name


Signature



REVOCATION AND POWER OF ATTORNEY

Serial Number: 09/855,860

Filing Date: May 14, 2001

Title: A METHOD AND APPARATUS FOR PROCESSING A TELEPHONE CALL

Page 1

Dkt: 2046.003US2

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REVOCATION AND POWER OF ATTORNEY

CERTIFICATE UNDER 37 CFR § 3.73(b)

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

In accordance with 37 C.F.R. Section 1.36, M.P.E.P. Section 402.05 and 402.07, please revoke any existing Powers of Attorney, if any, and appoint the following attorneys and/or patent agents to prosecute this application and to transact all business in the Patent and Trademark Office in connection therewith:

Customer Number: 21186

CERTIFICATE UNDER 37 CFR § 3.73(b)

Aspect Communications Corporation hereby certifies that it is the assignee of the entire right, title and interest in the patent application identified above by virtue of the following:

an Assignment from the inventors Joseph F. Khouri, Michael L. Mack, and Gautam Sinha recorded August 29, 1997 on Reel 008700, Frames 0506-0508; and

a Change of Name from Aspect Telecommunications Corporation to Aspect Communications Corporation recorded December 31, 2001 on Reel 012427, Frames 0766-0768.

To the best of my knowledge and belief, title is in Aspect Communications Corporation, the assignee.

Pursuant to 37 C.F.R. §3.73(b) I hereby declare that I, Stephen Yu, am empowered to sign this certificate on behalf of Aspect Communications Corporation, the assignee.

I hereby declare that all statement made herein of my own knowledge are true, and that all statements made on information and belief are believed to be true.

Please direct all correspondence in this case to:

Schwegman, Lundberg, Woessner & Kluth, P.A.
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Minneapolis, MN 55402
Telephone No. (612)373-6900
Customer No. 21186

Date 2/2/05 By Stephen Yu
Stephen Yu
Title: VP, General Counsel and Secretary
Aspect Communications Corporation